

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 1524

TITLE: CONSUMER SPECIALIST III

GRADE: S-28

DEFINITION:

Under general supervision, serves as Branch Manager for Consumer Protection, overseeing the consumer protection, occupational business licensing, consumer education, board and commission functions; OR, as Branch Manager for Regulatory Affairs, oversees the public utility and transportation-for-hire regulations; legislative and policy development; tenant-landlord program; ordinance amendments; community association liaison; and information technology, budget, and fiscal administration functions within the Special Services Division of Technology and Consumer Services. As Branch Manager, plans, implements, and administers the daily activities of a group of professional, technical, and/or administrative employees; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

The Consumer Specialist III differs from the Chief, Special Services Division in that the Consumer Specialist III administers the Regulatory Affairs or Consumer Protection Branch, whereas the Chief, Special Services Division manages all activities of the Special Services Division, including oversight of the Consumer Protection and Regulatory Affairs branches.

The Consumer Specialist III differs from the Consumer Specialist II in that the Consumer Specialist III serves as administrator of the Regulatory Affairs or Consumer Protection Branch within the Special Services Division, developing recommendations regarding the organization and administration of the Division, whereas the Consumer Specialist II supervises a group of professional or technical employees within a branch.

ILLUSTRATIVE DUTIES:

Consumer Protection Branch Manager

Oversees, plans, supervises and directs the daily operations and activities of the consumer protection, occupational business licensing, consumer education, board and commission functions;

Oversees the preparation of Assurance of Voluntary Compliance (AVC) within the provisions of the Virginia Consumer Protection Act and assists the County Attorney in the criminal and civil court prosecutions including the collection of evidence and presentation of testimony as an expert witness;

Serves as administrator for the complaint resolution arbitration program to include conducting the arbitration hearing, interpreting rules and regulations, and preparing the legally binding arbitration agreement;

Prepares Board Items and makes presentations to the Board of Supervisors, business and community organizations, and other County agencies on consumer protection issues;

Directs the investigation of cases that are in violation of Virginia State law, County ordinances, telecommunication cable franchise agreements, and other legal regulations;

Handles the effective resolution of all high profile complaints referred by the Board of Supervisors, members of Congress, Virginia State Delegates and other public officials; Coordinates, tracks, and prepares the branches legislative agenda and submissions related to consumer protection and licensing legislation.

Regulatory Affairs Branch Chief

Oversees, plans, supervises, and directs the daily operations and activities of the public utility and transportation-for-hire regulations; legislative and policy development; tenant-landlord agreements; ordinance amendments; community association liaison; and information technology, budget, and fiscal administration functions;

Prepares Board Items and presents testimony as an expert witness on behalf of the Board of Supervisors before the Federal Communications Commission, the Virginia General Assembly, and the Virginia State Corporation Commission on telecommunication and public utility issues; Leads the County's efforts in negotiating and securing wholesale power contracts with electric and natural gas suppliers;

Oversees the regulation of the transportation-for-hire industry in Fairfax County, including the preparation of specialized financial reports for public hearings concerning taxicab company certificates, rates, and amendments to Chapter 84.1 (Public Transportation);

Audits and analyzes financial reports, budgets, and annual income tax filings of all taxicab companies in Fairfax County for compliance to the County Code;

Oversees and coordinates research to gather technical and statistical data necessary to develop and support ordinance changes to Chapter 84.1 (Public Transportation), Chapter 28.1 (Massage Therapy Establishments and Services), Chapter 31 (Peddlers, Solicitors and Canvassers), Chapter 12 (Tenant-landlord Relations), Chapter 82-5-32 (Towing), and legislative proposals dealing with the Virginia Utility Restructuring Act of 1999, Electric and Natural Gas consumption tax, and retail supply choice for natural gas customers;

Audits and analyzes budgets, financial reports and income tax filings from all telecommunication, electric and natural gas companies operating in Fairfax County and recommends adjustments to reduce utility rates and charges to Fairfax County citizens;

Serves as liaison with federal, state, and local agencies to represent Fairfax County on issues including electric and gas regulation and deregulation, utility rates and services, and transportation-for-hire regulations;

Directs the tenant-landlord program that provides guidelines for the legal, fiscal, management, and administration for thousands of homeowner associations in the County.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Extensive knowledge of federal, state, and local laws, ordinances, regulations and standards related to consumer protection, legislative policy development, regulatory oversight of public utilities and transportation for-hire;

Extensive knowledge of managerial methods, principles, practices, theories and processes of the telecommunications, gas and electric industries, regulatory bodies, and consumer protection bodies;

Extensive knowledge of financial analysis, arbitration procedures, consumer protection law, rate design, generally accepted accounting principles, cost of service, and cost allocation methodologies;

Thorough knowledge of consumer protection complaint tracking software to include the operational, select processing, and system administration functions;

Knowledge of the capabilities of information technology software, hardware, and network communications technology;

Knowledge of the issues relating to public and private participation in consumer protection, accounting, fiscal management, occupational business licensing, information technology and utility regulation;

Knowledge and experience in preparing and presenting expert witness testimony on complex accounting and consumer protection issues;

Knowledge of the terms of franchises and other legal agreements with cable and telecommunications companies and the regulatory requirements under federal, state and local law;

Ability to plan, organize, supervise, lead, coordinate, assign, and evaluate the work of professional and support staff in a complex, highly interactive work environment;

Ability to direct programs requiring coordination with other government agencies, public utility companies, businesses, and citizen organizations;

Ability to analyze facts and reach logical conclusions, to resolve conflicts, and to administer complex negotiations using tact, diplomacy, and persuasion;

Ability to establish and maintain effective working relationships with staff, management, community organizations, regulatory agency officials and industry representatives.

EMPLOYMENT STANDARDS:

Any combination of education, experience, and training equivalent to the following:

Graduation from an accredited four-year college or university with a Bachelor's degree in Accounting, Finance, Public or Business Administration, or a related field; PLUS

Four years of progressively responsible experience in the fields of accounting, utility regulation, transportation regulation, consumer protection, fraud investigations, occupational business licensing, regulatory code enforcement, information technology, or a related field, including at least one year of experience at or equivalent to the level of Consumer Specialist II.

CERTIFICATES AND LICENSES REQUIRED:

Not applicable.

ESTABLISHED: April 19, 2001